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Network Communication Bulletin #158

To: All Providers

From: Khristine Brewington, VP of Network Management, MS, LCMHC, LCAS, CCS, CCJP

Date: April 26, 2021

Subject: Important Public Health Emergency Update, Important Provider Direct Update, Medicaid Bulletin Alerts: Provider Data Updates, NCCARE360 Brings State's Seven Local Management Entities/Managed Care Organizations into Its Network to Coordinate Whole-Person Health, Medicaid and Health Choice Communication Access Service Initiative through DSDHH, Disaster Response Unit Updates, Update for the all Children-All Families Training, Electronic Visit Verification Implementation for Innovations and TBI Waivers Administered by LME-MCOs, 2021 Network Adequacy and Accessibility Assessment (NAAA) (formerly called the Gaps and Needs Assessment), Victory Junction Family Retreat Weekends, Valued Providers SEAL Program, Value Based Purchasing Learning Series, Disaster Planning, May 2021 Community Mental Health First Aid (MHFA) Trainings for NC Residents

IMPORTANT PUBLIC HEALTH EMERGENCY UPDATE

As a result of the continued consequences of the COVID-19 pandemic, the Public Health Emergency (PHE) has been extended 90 days. [Here is the full announcement](#). This means that the current Public Health Emergency is now slated to end on July 19, 2021. Based upon the information released by DHHS in [Special Bulletin COVID-19 #159](#), the anticipated end date for Appendix K will be six months following the end of the Public Health Emergency. Therefore, all flexibilities afforded through Appendix K for Innovations Waiver services are now extended through January 19, 2022. Please note that this date is subject to change with subsequent extensions of the Public Health Emergency.

IMPORTANT PROVIDER DIRECT UPDATE

Effective May 28, 2021, the Claims Search display in Provider Direct will now include the field Patient Control Number that is provided on an 837I/837P or entered manually when a claim is created in Provider Direct. The corresponding fields that populate the Patient Control Number are as follows:

-  Provider Direct CMS 1500 – FL 26
-  837 Professional – Loop 2300 - CLM01
-  Provider Direct UB 04 – FL 3A
-  837 Institutional – Loop 2300 - CLM01

If you have any questions, please contact PDsupport@TrilliumNC.org.



24-Hour Access to Care Line - 877.685.2415
Business & Administrative Matters - 866.998.2597

[TrilliumHealthResources.org](https://www.TrilliumHealthResources.org)



MEDICAID BULLETIN ALERTS: PROVIDER DATA UPDATES



[Provider Data Updates](#)

Providing the most accurate and complete provider information is a top priority so Medicaid and NC Health Choice beneficiaries can make the most informed choice for their health plan and primary care provider. NCTracks is the “system of record” for provider enrollment data, which is then shared with health plans to inform contracting and provider directories.

In our review, the primary challenge with accurate data has been encouraging providers to keep their information accurate and current on all applicable enrollment records. If provider information is not current, then the data that flows forward to the health plans and the enrollment broker will not be accurate.

Over the past several months, NCDHHS has issued reminders for providers to review their individual and organization provider enrollment record in NCTracks. It is critical that all providers take the time now to review their provider records in NCTracks and submit changes as needed using the Manage Change Request (MCR) process.

One of the more common inaccuracies among individual provider data is the individual to organization affiliation. Many Medicaid and NC Health Choice provider records seemingly contain active former employer affiliations or an excessive number of affiliations; or have affiliation data that has not been updated in over a year.

-  Although updates are only required if a provider experiences a change, an analysis performed on March 31, 2021, shows that 61% of active Medicaid and/or NC Health Choice providers have affiliation data that has not been touched within the past year and it suggests that practices would benefit from a review of the accuracy of their data.
-  The Department understands that individual to organization provider affiliations impact the claim adjudication process; however, providers are encouraged to give special attention to this information to ensure that it accurately reflects locations where an individual provider actively and routinely works.

To assist providers in the effort of securing accurate information, the Department generated interim provider enrollment record reports located on the [Provider Playbook Trending Topics page](#).

Various forms of this message have been offered in [Medicaid Provider Bulletins](#) and [Provider Playbook Fact Sheets](#).

- 1. Update Provider Record** – If provider/organization information in the online directory is out-of-date or inaccurate, the provider's Office Administrator should complete a Manage Change Request (MCR) via the NCTracks Secure Provider Portal to correct it (inclusive of updates to demographic information, languages, and services).

- ♻️ If the individual to organization Provider Affiliation information is incorrect, the Office Administrator for the affiliated individual provider must update the group affiliation on the individual provider's record.
 - ♻️ Individual providers currently working at an organization that want their individual provider information to display as accepting the same health plans as their affiliated organization in the provider directory must not only have an active affiliation to the organization, they must also have the affiliated organization's address listed as a service locations on their individual NCTracks record. If either the active affiliation or the organization's service location address is missing from the individual provider record in NCTracks, the "Plans Accepted" displayed in the provider directory will not match.
 - ♻️ Any information that is updated on an Organization or Individual NCTracks Provider Record will be reflected in the provider directory after the NCTracks MCR is complete.
 - ♻️ If assistance is needed, providers may contact the NCTracks Call Center at 800-688-6696.
- 2. Review Contracting Status –** Providers unable to find their practice associated with the correct Health Plans, should reach out directly to the Health Plan to correct the errors.
- ♻️ If contracting with health plans through a Clinically Integrated Network (CIN), providers may reach out to their CIN to resolve.
 - ♻️ If issues persist, providers may contact the Medicaid Provider Ombudsman at Medicaid.ProviderOmbudsman@dhhs.nc.gov or 919-527-6666

RESOURCES

- ♻️ [NC Medicaid Help Center bulletin article](#)
- ♻️ Provider Playbook Fact Sheets on the [Provider Playbook Readiness page](#)
- ♻️ Interim Reports to Assist Providers in Verifying Their Records located on the [Provider Playbook Resources page](#)
- ♻️ NC Provider Directory – [Medicaid and NC Health Choice Provider and Health Plan Look Up Tool Now Available bulletin article](#)
- ♻️ Provider and Health Plan Contract Deadlines for Inclusion in [Open Enrollment and Auto-Enrollment Medicaid bulletin article](#)

NCCARE360 BRINGS STATE'S SEVEN LOCAL MANAGEMENT ENTITIES / MANAGED CARE ORGANIZATIONS INTO ITS NETWORK TO COORDINATE WHOLE-PERSON HEALTH

RALEIGH, NORTH CAROLINA – NCCARE360, the nation's first statewide coordinated care network connecting individuals to local services and resources, announced today that all seven of North Carolina's behavioral health managed care organizations have joined the NCCARE360 network and will

use the platform to coordinate whole-person care, promote health equity, and address the social drivers that influence their beneficiaries' health.

The seven organizations, called [Local Management Entities/Managed Care Organizations](#) or LME/MCOs, are responsible for managing and monitoring the provision of public mental health, intellectual and developmental disabilities, and substance use disorder services for people who are uninsured or are covered by Medicaid. LME/MCOs will use NCCARE360 in the regions they serve to better connect people across North Carolina who need critical services including food, housing, transportation, mental health services, and employment.

"LME/MCOs have deep experience in serving populations with significant behavioral health needs, substance use disorders, and intellectual and developmental disabilities," said Dave Richard, Deputy Secretary of NC Medicaid. "LME/MCOs will use NCCARE360 as the infrastructure to strengthen connectivity between care providers, case management, and community-based organizations in an effort to reduce barriers, promote equity, and deliver better health for the people they serve and their communities."

NCCARE360 will allow LME/MCOs to make electronic referrals, communicate in real time, securely share client information, and track outcomes through the Unite Us Platform. Community members can search [NCCARE360's repository](#) of more than 10,000 local services or access resources by contacting [NCCARE360 Navigators](#).

"We are excited to welcome the LME/MCOs to the platform and amplify their impact by quickly connecting people to multiple providers across all medical and non-medical service types and allowing them to seamlessly coordinate care across a community-wide care team," said Danika Mills, North Carolina State Director, Unite Us.

North Carolina's LME/MCOs recently completed a Request for Application to become Behavioral Health and I/DD Tailored Plans under North Carolina's continued path towards Medicaid Managed Care transformation. Under Medicaid transformation, Tailored Plans will provide physical health, behavioral health, long-term care, pharmacy services and unmet health-related resource needs to qualifying North Carolinians under one plan. These plans will provide the same services as Standard Plans but will also provide additional, specialized services that serve individuals with significant behavioral health conditions, I/DDs and traumatic brain injuries.

"As the state moves closer to launching Medicaid managed care, bringing the LME/MCOs onto the NCCARE360 platform is an exciting step," said Kelly Calabria, CEO and President of the Foundation for Health Leadership & Innovation, which oversees and administers NCCARE360. "The purpose of NCCARE360 is to improve the health and well-being of all North Carolinians by recognizing there are many aspects that affect our health. Today's announcement is an important step in achieving this purpose."

Since the development of NCCARE360's statewide network, health and human service providers in all 100 North Carolina counties have made more than 100,000 electronic referrals to connect individuals and families to the resources they need to stay healthy and well.

ABOUT NCCARE360

NCCARE360 is the first statewide network that unites health care and human services organizations with a shared technology that enables a coordinated, community-oriented, person-centered approach for delivering care in North Carolina. NCCARE360 is the result of a strong public-private partnership between the NC Department of Health and Human Services (NCDHHS) and the Foundation for Health Leadership & Innovation (FHLI). The NCCARE360 implementation team includes United Way of NC, NC 2-1-1, Expound Decision Systems, and Unite Us.

CONTACT






For more information about NCCARE360, or any of its partner organizations, please send an email to connect@nccare360.org.

MEDICAID AND HEALTH CHOICE COMMUNICATION ACCESS SERVICE INITIATIVE THROUGH DSDHH

As a follow up to the webinar series in January and February, the Division of Services for Deaf and Hard of Hearing (DSDHH) is announcing a Medicaid and Health Choice Communication Access Service initiative that can help eligible healthcare providers pay for services related to communication access. Below is the announcement from their newsletter.

 [Spring 2021 DSDHH Newsletter](#)

Did you know that healthcare providers are required by [law](#) to provide effective communication to people who are Deaf, Hard of Hearing and DeafBlind? One reason many healthcare providers are resistant to providing communication accommodations is the cost related to these services. We are excited to announce that the Division of Services for the Deaf and Hard of Hearing (DSDHH) can now assist healthcare providers with these costs through an initiative set up in partnership with the Division of Health Benefits. To be eligible, the Deaf, Hard of Hearing or DeafBlind person must have Medicaid or Health Choice. Examples of visits covered are doctor appointments, eye exams, in-home health care, mental health counseling sessions and many more! Healthcare providers will be eligible for assistance in paying for [services related to communication access](#) such as:

-  American Sign Language interpreting
-  Cued Language transliteration
-  Communication Access Real-time Translation (CART)
-  Support Service Providers (SSP)
-  Amplification devices

This initiative also covers assistance with communication access services for companions (e.g., parent or guardian). DSDHH needs you to communicate with your health care providers about these new services. Below is some helpful information you can share with your providers:

1. Medicaid/ Health Choice provider must register with DSDHH using the [Medicaid Provider Registration Form](#).
2. Individual must be Medicaid/ Health Choice recipient prior to date care is provided.
3. Most services taking place outside of hospital are covered (hospitalizations and in-patient care not covered by this program).
4. Training and resources on communicating effectively in healthcare settings available at no cost.

For more information about this initiative, or to share feedback and suggestions on making this a success, please contact DSDHH Medicaid Communication Access Coordinator [David Litman](#), or phone/VP (984) 884-1093.

DISASTER RESPONSE UNIT UPDATES

Hurricane Season starts June 1 and ends November 30. On the member tab of the [Community Crisis and Disaster Response webpage](#) you will find federal, state and local resources on the following preparedness steps:

- 🌱 **Make a Plan:** Check out the North Carolina Department of Public Safety Know Your Zone tool and Ready.gov to start making your plan.
- 🌱 **Build a Kit:** Everyone's emergency kits look different, consider what items are used every day when building a kit.
- 🌱 **Stay Informed:** Stay informed by learning about the phone apps, websites and handbooks posted on the member and provider pages of the Community Crisis and Disaster Response webpage.



Trillium Health Resources is focused on preparing members and provider agencies for Hurricane Season during the COVID-19 pandemic. Disasters can happen anytime, but proactive measures can help reduce their impact. To help develop your disaster plan for hurricanes, please refer to our [Community Crisis and Disaster Response](#) webpage. Our **Roadmap2Ready** campaign was developed by our Community Crisis and Disaster Response team with the intention of connecting members and

providers to reliable resources that assist with preparing for a hurricane. Our team collaborates with state, county, and community programs within our 26 county catchment area to identify gaps and needs related to inclusive disaster response.

Please inform Trillium of any service provision or operational changes as a result of a tropical storm or hurricane by completing the **Changes to Provider Operations form**. This form is located on the [Community Crisis and Disaster Response webpage](#) under the "Provider" tab when a storm is approaching. Our goal is to stay up to date about changes to service provision and to assist with continuing to best serve members.

ATTENTION: THERAPEUTIC FOSTER CARE (TFC) AGENCIES

UPDATE FOR THE ALL CHILDREN-ALL FAMILIES TRAINING:

We appreciate everyone's attendance at the "All Children-All Families" informational session on March 18 to learn more about the upcoming training opportunity to improve the mental health outcomes for LGBTQ youth in eastern North Carolina. For those who would like to apply to become a training facilitator, please visit the following link and complete the necessary information:

 [Application ACAF Facilitator Candidate TFC](#)

The deadline for training facilitator applications is Friday, April 30. In terms of training dates, we are aiming for June 2021. For agencies who were not able to attend the informational session, you still have the opportunity to apply to be a facilitator and we encourage all TFC agencies to join us in this exciting training opportunity.

Please send any questions to Lauren Swain at Lauren.Swain@TrilliumNC.org.

ELECTRONIC VISIT VERIFICATION IMPLEMENTATION FOR INNOVATIONS AND TBI WAIVERS ADMINISTERED BY LME-MCOS

NC Medicaid implementation of Electronic Visit Verification (EVV) for the Innovations Waiver, TBI Waiver and (b)(3) services administered by the LME-MCOs has been moved to June 30, 2021. This new date is to allow for additional testing and provider training.

Providers should continue to work with the applicable LME-MCOs to prepare for the June 30, 2021, EVV implementation date for Innovations Waiver, TBI Waiver and (b)(3) services administered by the LME-MCOs.

Contact: Medicaid.EVV@dhhs.nc.gov

2021 NETWORK ADEQUACY AND ACCESSIBILITY ASSESSMENT (NAAA) (FORMERLY CALLED THE GAPS & NEEDS ASSESSMENT)

The Network Adequacy and Accessibility Assessment (NAAA) is an annual study of the Trillium catchment area and the people who live here. It also looks at where services are available and how

people use them. Ultimately, the assessment serves as a roadmap for determining future growth based on current capacity and identified needs.

The NAAA surveys are a vital part of how we collect data in an effort to complete the annual assessment and make improvements. The survey administration period has begun and will go through May 1st 2021. Surveys are simple to complete; most people can finish in about 10 minutes or less.

Two surveys are available: one for members/families and one for stakeholders (i.e., staff, providers, board members, and the public).

When completing the survey online, be sure to select the correct survey that matches your relationship with Trillium. Surveys are available in Spanish as well.

Below are the links for each survey and the corresponding QR codes

[Member/Family survey, English version](#)



[Member/Family survey, Spanish version](#)



[Stakeholder survey](#)



Thank you in advance for your participation in this important survey!

Paper copies are available as well; if you need to complete a paper copy, or if you have any additional questions, please contact QMInfo@TrilliumNC.org.

TRILLIUM SUMMER FAMILY RETREATS AT VICTORY JUNCTION

- 🌱 Trillium is excited to partner with Victory Junction to sponsor Trillium members and their families to attend Summer Family Retreats. Family Retreats at Victory Junction are back this summer! Victory Junction is an inclusive camp in Randleman, NC who specializes in serving individuals with disabilities and serious illnesses.
- 🌱 We encourage all families who have never experienced Victory Junction to apply and returning families are also welcome to apply. Retreats are open to any Trillium member, regardless of diagnosis, between the ages or developmental ages of 6-16; and their family/natural supports.

- 🌱 Current programming is designed to provide a unique experience for families to bond together and for member's to feel empowered and build self-confidence in their abilities while using amenities at camp. Programming and amenities are inclusive and adaptive to differing needs and diagnoses.
- 🌱 Summer activities will be open in addition to traditional summer and fall weekend activities! Cool off in the zero-entry accessible swimming pool, splash around at the water park, soar on the zip line, or conquer the Alpine Adventure Tower in the summer sun. Adaptive activities for every need. On site-medical center, food service including special dietary accommodations, and cabins sleep up to 8.
- 🌱 Due to Covid-19, CDC guidelines will be followed. There will be limited Victory Junction staff on site in order to provide families with the safest experience possible.
- 🌱 Applications are processed on a first-come, first-served basis. While we would love to accommodate each and every family, there is a multi-step application process so completing an application does not necessarily guarantee a spot and spots are limited--see the flier for details. Deadlines are quickly approaching so we encourage families to sign up on the "Interest Form" now and complete applications as quickly as possible!

If you are interested in attending a Summer Session click the links below:

- 🌱 [Victory Junction Flyer](#)
- 🌱 [Victory Junction Interest Form](#)

SESSION DATES AND APPLICATION DEADLINES:

- 🌱 June 18-20—deadline **May 10**
- 🌱 July 12-14—deadline **June 3**
- 🌱 July 2-4—deadline **May 25**
- 🌱 July 19-21—deadline **June 11**

Be on the lookout for future Family Retreat Dates and announcements for Fall 2021 on the Trillium Health Resources and Trillium Direct Connect Facebook pages, and also at the [Trillium Victory Junction](#) webpage.

VALUED PROVIDERS SEAL PROGRAM

Visit the [Valued Providers Seal Program](#) web page for more information about the Contracted, Comprehensive Behavioral Health, Large Agency, Evidenced-Based Treatment, Comprehensive I/DD and Integrated Care Provider Seals.



After receiving this recognition, sharing such dedication and innovative care should be as easy as possible. The [Valued Providers Seal Program Tool Kit](#) is designed for just that. This resource provides tips for sharing news of provider seals on websites, social media, newsletters, and emails, along with

pre-written posts and messages. Trillium can see the impact providers make on our members and communities. We hope the tool kit serves to ensure those members and communities can see it as well.

Contact us at SealProgram@TrilliumNC.org for questions about the Valued Providers Seal Program. Providers can apply for one or multiple seals!

VALUE BASED PURCHASING LEARNING SERIES

Trillium Health Resources Practice Management Department has partnered with Mr. Ken Carr, OPEN MINDS Senior Associate to bring providers a four-part virtual learning series on Value-Based Purchasing. Mr. Carr is an industry expert with over 30 years of finance, technology, data analysis, and reporting experience in the health and human service field. This virtual learning series has been tailored to meet the unique provider composition within our region. Providers will gain knowledge of what Value-Based Purchasing is, and how it's applicable to their organization and the future of North Carolina Medicaid.

Registration Is Now Open

The sessions are limited to the first 1,000 enrollees. It is preferred that providers attend all four sessions consecutively, however it is not required. A recording will be available at a later date if you missed a session.

 Wednesday May 26, 2021 (10AM – 11:15AM):

Developing New VBP Services that Increase Quality & *Decrease Service Costs*

 [Register Here](#)


About joining the webinar

 [Closed Caption HERE](#)

During this call, panelists will present policy updates from DMHDDSAS and DHB representatives followed by an open Q&A session. In addition to DMHDDSAS and DHB subject matter experts we will also have a representative from DHSR on the call to answer questions you might have.

In consideration of the limited time we have on the call, we ask that you review the guidance links (below) on the DHHS website and FAQs on the NC Medicaid site to see if an answer to your question has already been provided. These calls will be held monthly on the first Thursday of each month.

As things continue to change and move quickly during the COVID-19 pandemic, please continue to stay abreast of emerging issues, guidance, and policies by visiting:

 [Broad information and updates](#)

 [COVID19 Executive Orders](#)

 [Policy and Guidance updates](#)

 [Vaccine information and updates](#)

DISASTER PLANNING

Thank you to all of those providers that have already submitted their 2021 Disaster Plans and contact information! If you have not submitted your plan(s) yet, please get those submitted as soon as possible. The deadline is here!

We are fast approaching the prime season for hurricanes and flooding disasters. To prepare, we are sending out this reminder that disaster plans need to be reviewed and updated, staff trained/re-trained, and contingency and communication plans developed.

This year you will go to a link to share your 2021 Disaster Plan and important contact information. This requested information includes:

- 🌱 Contact information for your designated "Disaster Point of Contact"
- 🌱 Corporate site address and facility phone number
- 🌱 Any residential sites currently in your contract (address, phone numbers)

Please note, you will need to enter each site as a separate submission. Disaster plans must be submitted through the following link: [2021 Disaster Plan Submission](#)

Disaster Plans are due **no later than May 1, 2021**. If no updates are needed to your 2021 Disaster Plan, you **MUST** still resubmit the plan with a new cover page displaying the current year and disaster contact info. Failure to submit your Disaster Plan for 2021 by the deadline (May 1, 2021), may result in an audit and/or plan of correction.

As many of you are aware, the Federal Center for Medicare and Medicaid Services (CMS) have posted guideline requirements for all entities that receive Medicaid funds and this applies to all of our Medicaid providers. For your reference, we have attached the Final Rule that will assist you in locating the requirements to the federal rules that apply to each of your situations.

Our contract with providers requires that you have an adequate disaster planning and training process in place within your organization. While it is our desire that no one has to contend with all that a hurricane or flood brings, the reality is that eastern North Carolina has dealt with its fair share of these kinds of disasters in the past. Living in this part of North Carolina, we know that the best way to cope when a disaster strikes is preparation. Please connect with your local emergency management services, know your local resources, and stay connected with Trillium in the event of an emergency.

- 🌱 [Final Rule](#)

MAY 2021 COMMUNITY MENTAL HEALTH FIRST AID (MHFA) TRAININGS FOR NC RESIDENTS

Mental Health First Aid teaches you how to identify, understand and respond to signs of mental illnesses and substance use disorders. These trainings will give you the skills you need to reach out and

provide initial support to someone who may be developing a mental health or substance use challenge and help connect them to appropriate care.

Youth Mental health First Aid (YMHFA) and Adult Mental Health First Aid (AMHFA) will be held virtually and participants are required to complete a 2-hour self-pace study prior to attending the instructor-led training.

Adult MHFA May 21, 2021
(8:30am-2:30pm)

Adult MHFA May 25, 2021
(8:30am-2:30pm)

Youth MHFA May 27, 2021
(8:30am-2:30pm)

***Registration Deadline was April 15, 2021**

Although there is no cost to you, this course is valued at \$25 per person. If you must cancel your registration, please do so within 48 hours of the instructor led course. Failure to cancel within the recommended timeframe may result in a 30-day waiting period to reschedule the training.

Please contact Wylanda Jones via email at Wylanda.Jones@TrilliumNC.org or Carlos Mirodipini at Carlos.Mirodipini@TrilliumNC.org. You may also contact them via phone at 1-866-998-2597.

 [Here more information and registration](#)

Any questions about this Communication Bulletin that does not already have an email listed for questions from that specific section, may be sent to the following email: NetworkManagement@TrilliumNC.org. These questions will be answered in a Q&A format and published on Trillium's website.